



# Service Bulletin

## INFORMATION

**Subject:** Radio Display Blank, Freezes and/or Locks Up

*This Bulletin replaces PI1356H. Please discard PI1356H.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Verano	2015	2015			All	All
Chevrolet	Camaro Cruze Equinox Malibu Volt	2015	2015			All	All
GMC	Terrain	2015	2015			All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with RPO UPF
<b>Condition</b>	Some customers may comment that the radio screen is blank, locked-up or is frozen. However, the radio audio may still be heard. This may have led to a battery drain at one point in which the issue is resolved afterwards. No OnStar® interaction is required to get into this state.
<b>Correction</b>	If the vehicle is currently in this state, a press of the call answer/end button on the mirror will temporarily correct the concern.

### Parts Information

No parts are needed for this concern.

### Service Procedure

Technicians should check the OnStar® module software version by performing the following the steps.

1. In GDS2 select Telematic Control Module.
2. Select Module Information and view the Firmware Over The Air Version.

**If the version is 6708 or Lower** — Connect to OnStar and verify account status (via blue button press). If account is closed, request to be transferred to OSTA (OnStar Technical Assistance) and ask to activate with a free 3 months core package. Once the account is activated, it will be necessary for the customer to accept the terms and conditions at onstar.com or onstar.ca (Canada) in order to receive the latest OTA firmware update (6948 at this time). For Fleet Vehicles, it will be necessary for the fleet manager/coordinator to accept the User Terms and Privacy Stated

on behalf of their company through the e-signature process. Please email [fleetsupport@onstar.com](mailto:fleetsupport@onstar.com) for the link. If the fleet manager will not accept the terms and conditions for OnStar use then they can opt to temporarily accept the terms and conditions in order to receive the latest Over the Air update for a VIN. A signature is also required and the form can be obtained from [fleetsupport@onstar.com](mailto:fleetsupport@onstar.com).

**If the version is 6948** — the module has received the latest OTA firmware update and normal SI diagnosis should be followed to isolate the root cause.

<b>Version</b>	1
<b>Modified</b>	

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from this information.



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